

# Queensland Treasury Strategic Plan 2019-2023



## Our Vision

Grow the Queensland economy and improve the wellbeing of all Queenslanders

## Our Purpose

Leverage our government-wide perspective to provide trusted, impartial and influential advice and services to clients, and partner for better outcomes in matters relating to the economy and state finances, revenue and commercial services.

## Objectives



Enable sustainable growth that supports current and future government objectives



Partner proactively to facilitate better outcomes for the community



Ensure our services are tailored, fit-for-purpose and easy to access



Develop a capable and flexible workforce that can lead in policy development and service delivery

## Strategies

- Manage state finances and reduce debt
- Maintain and improve the State's revenue base integrity

- Partner with agency clients to deliver government priorities and guide medium to long-term policy solutions that improve services for all Queenslanders
- Grow Queensland businesses and support home ownership
- Lead whole-of-government initiatives and major projects through adopting a robust program management approach

- Implement client-centric strategies to improve how we interact with our partner agencies and clients to achieve better outcomes
- Ensure an appropriate balance of quality and timeliness in the work we do
- Improve our service delivery standards by taking advantage of digital technologies

- Develop a diverse and inclusive workplace reflective of the communities we serve
- Equip our people with modern and effective policies, data, systems, processes and tools, and the skills to use them
- Create an environment that drives accountability and performance

## Measures

### Service quality

- Delivery against Service Delivery Statement effectiveness targets for all service areas

### Ease of doing business with

- Increase in client satisfaction with advice on public policy, economic and agency performance
- Improvement in client feedback on ease of engagement with programs

### Operational efficiency

- Improvement in service timeliness measures
- Increase in client satisfaction with service delivery

### Workforce diversity and engagement

- Improvement in diversity and inclusion workforce data
- Improvement in Working for Queensland survey engagement data

Supports these Queensland Government objectives for community



Create jobs in a strong economy



A responsive Government

## Managing our risks

Treasury appropriately manages our key strategic risks, which relate to:

- accuracy of expenditure and revenue forecasts for the State Budget
- understanding of economic, policy and fiscal impacts for Queensland
- ability to collect revenue to fund service delivery
- ability to provide advice on the State's economic performance
- effectiveness of sectoral and capital / infrastructure reforms to stimulate growth.

## Managing our opportunities

Treasury is also seeking to leverage the following opportunities:

- increasing our strategic partnering across the sector
- increasing digital service delivery
- leveraging data and intelligence
- expanding Treasury's capability in direct service delivery.

## Our values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people